

IN THE U.S. PATENT AND TRADEMARK OFFICE
Patent Application Transmittal Letter

ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): ☒ Utility () Design

☒ original patent application,
() continuation-in-part application

1c564 U.S. PTO
09/666910
09/21/00

INVENTOR(S): Anna M. Zara, et al.

TITLE: Intelligent Classifying and Handling User Requests in a Data Service System

Enclosed are:

- (X) The Declaration and Power of Attorney. () signed (X) unsigned or partially signed
(X) 4 sheets of drawings (one set) () Associate Power of Attorney
() Form PTO-1449 () Information Disclosure Statement and Form PTO-1449
() Priority document(s) () (Other) (fee \$)

| CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY | | | | |
|--|---------------------|---------------------|-------------|---------------|
| (1) FOR | (2) NUMBER FILED | (3) NUMBER EXTRA | (4) RATE | (5) TOTALS |
| TOTAL CLAIMS | 13 — 20 | 0 | X \$18 | \$ 0 |
| INDEPENDENT CLAIMS | 2 — 3 | 0 | X \$78 | \$ 0 |
| ANY MULTIPLE DEPENDENT CLAIMS | 0 | | \$260 | \$ 0 |
| BASIC FEE: Design \$310.00); Utility \$690.00) | | | | \$ 690 |
| TOTAL FILING FEE | | | | \$ 690 |
| OTHER FEES | | | | \$ |
| TOTAL CHARGES TO DEPOSIT ACCOUNT | | | | \$ 690 |

Charge \$ 690 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL188087863US

Date of Deposit 9/20/00

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231.

By

Typed Name: Tiffany Turner

Respectfully submitted,

Anna M. Zara, et al

By

Thomas Li

Attorney/Agent for Applicant(s)

Reg. No. 37,079

Date: 9/20/00

Telephone No.: (650) 857-5972